



Arresting

Advanced Interaction Skills from Practical to Tactical

Communication

Hosted By: Washington State Criminal Justice Training Commission

Location: WSCJTC
19010 1st Ave. South
Burien, WA 98148

Date: October 27-28, 2014 **Time:** 8am to 5pm

Hotel: Holiday Inn Express Sea-Tac

Created and Instructed by...

Lt. Jim Glennon(ret.)

- * Author: Arresting Communication: *Essential Interaction Skills for Law Enforcement*
- * Owner and Director of Curriculum: Calibre Press Street Survival Seminar
- * Master Degree in Law Enforcement Justice Administration
- * LawOfficer.com Columnist and Below 100 Core Instructor
- * Former Adjunct Instructor Northwestern University Staff and Command

Arresting Communication

Communication is the most important skill for Law Enforcement professionals to conquer.

This course examines communication from two perspectives:

The Warrior's Edge:

Winning Violent Confrontations

- Detect Pre-Attack Indicators
- Establish a Command Presence
- Employ Verbal De-escalation Techniques
- Accurately Read Body Language

Excel In Your Profession:

The Principles of Interaction

- The Magic of Questions
- Active Listening
- The Power of Empathy
- Building Rapport
- Minimizing Citizen Complaints

REGISTRATION ONLINE @ www.lifelinetraining.com

COURSE FEE: \$149 PER PERSON
(Subsidized by WSCJTC, regularly \$179 per person)

For More Information or to Register a Group Contact:
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